



FEDERAL LABOR RELATIONS AUTHORITY

2017 Federal Employee Viewpoint Survey

Interpretation of Results

Summary of Results and Organizational Performance. The Office of Personnel Management's (OPM's) Federal Employee Viewpoint Survey (FEVS) is a key tool that provides employees with the opportunity to influence change by submitting feedback about their work environment, agency leadership, and many other aspects of the organization. The FLRA's response rate of 66.1% of eligible employees – well above the Government-wide average of 45.5% – demonstrates that employees value the process and use the FEVS as a tool to communicate their interests and concerns to agency leadership and managers. This 2017 snapshot in time represents employees' perceptions of the agency's work environment.

OPM administered the 2017 FEVS to all eligible FLRA employees from May 9, 2017 to June 20, 2017. The FLRA has 55 identified strengths (items with 65% or higher positive ratings) and no identified challenges (items with 35% or higher negative ratings). Compared to 2016, the FLRA increased its positive ratings for 15 questions, experienced no change in its positive ratings for 4 questions, and decreased its positive ratings for 52 questions. The agency outperformed the Government-wide average in 70 out of 71 questions. And the FLRA continues to rank in the top ten among small agencies (those with 100-999 employees) in two important indices – Employee Engagement and New IQ – with #6 and #5 rankings, respectively. With an Employee Engagement Index score of 77% and a New IQ Index score of 71%, the FLRA exceeds the Government-wide average for each index, as well as for every sub-category of each index. In addition, the FLRA's Global Satisfaction index score of 72% – well above the Government-wide average of 64% – is a positive indicator of employees' overall workplace satisfaction.

Agency Strengths. As noted above, the FLRA has 55 identified strengths. Of particular note is that: 99% of FLRA respondents indicate that they are willing to put in extra effort to get a job done; 98% positively rate the overall quality of work done by their work unit; 97% report that they are held accountable for achieving results; 95% know how their work relates to the agency's goals and priorities; and 92% say that they are constantly looking for ways to do their jobs better. These results show that employees understand the FLRA's mission, understand their role in achieving it, and see themselves as an integral part of achieving agency-wide success. As also noted above, the agency's scores exceed the Government-wide average for 70 out of 71 questions.

Areas for Improvement. In addition to its top-ten rankings in the Employee Engagement and New IQ Indexes and increased ratings in 15 questions, FLRA employees also identified areas for improvement. These areas include opportunities for advancement, meaningful recognition of differences in performance, encouragement of creativity and innovation, availability of resources to get their jobs done, and communication from management about what's going on in the agency.

As employees indicated – with 62% responding that they believe the survey will be used to make the FLRA a better place to work – the ultimate goal of the FEVS is to provide agencies with information to leverage strengths and improve areas of challenge. The FLRA looks forward to examining its results and using them to make the FLRA a workplace that enables the effective and efficient performance of the agency's mission and the delivery of high-quality services to the American public.